

July 1, 2011

BY ELECTRONIC COMMENT FILING SYSTEM

Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

**Re: American Network Annual Consumer Complaint Log Summary
CG Docket No. 03-123**

Dear Ms. Dortch:

As required by the rules of the Federal Communications Commission, 47 C.F.R. § 64.604(c)(1), attached is the annual consumer complaint log summary for American Network for the twelve-month period ending May 31, 2011. The information requested by the Public Notice (DA 11-1075) on the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP Relay, video relay service (VRS)), is being filed separately with a request that it be withheld from public disclosure as provided in 47 C.F.R. § 0.459.

Please contact the undersigned with any questions or for additional information.

Respectfully submitted,

/s/ Russell H. Fox

Russell H. Fox

Attachment

cc: Kent Charugundla

American Network, Inc.

2011 TRS Complaint Log

June 1, 2010 - May 31, 2011

Number of Complaints by Month

Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11
4	3	4	5	0	2	5	4	2	1	0	0

American Network Complaint Log
June 1, 2010 through May 31, 2011

<u>Date</u>	<u>Service</u>	<u>Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>
6/4/10	IP CTS	User was unable to log in with his usual password	User was informed that his password consisted of numbers and not letters	6/5/10
6/14/10	IP CTS	User had difficulty with signup and setup	Step-by-step instructions were given. User was also directed to download the desktop client	6/17/10
6/17/10	IP CTS	User claims that even though two CAs accepted the call, no captions were done	Complaint was the result of a system error. Tech team was informed and resolved the error.	6/18/10
6/30/10	IP CTS	User had difficulty with signup	Account was manually activated	6/30/10
7/8/10	IP CTS	User complained of constant busy signal and inability to connect	Issue was addressed by technical team	7/12/10
7/10/10	VRS	User was unhappy with the delay in receiving their personal VRS number	Contacted user by phone to explain the shortage of available numbers. When one became available, user account was established	7/10/10
7/30/10	IP CTS	User experienced technical difficulties with caption display	User cancelled account	8/20/10
8/1/10	VRS	User was unhappy with the time it took to receive his personal VRS number	Explained to user there was a shortage of numbers available in his area and it would need to be backordered. When one became available, user account was established	9/2/10
8/3/10	IP CTS	User claims there was no response to her call.	Issue was a result of a network outage and resolved on its own	8/3/10
8/14/10	VRS	User was unable to get program running after installation	User was advised to uninstall program entirely and sign up for a new account.	9/1/10
8/17/10	VRS	User claimed they never received an account password	Password was reset and a new one was supplied	9/3/10
9/2/10	IP CTS	User was dissatisfied with quality of transcription	User cancelled account	9/3/10
9/3/10	IP CTS	User was dissatisfied with quality of transcription	User was assured that everything was being done to resolve the issue. More information was requested to ascertain whether the problem was human or technical in nature.	9/8/10
9/6/10	VRS	User was experiencing difficulty setting up an account	User was instructed on how to set up account	9/7/10
9/19/10	VRS	User was unhappy with the delay in receiving their personal VRS number	Once a number became available, user account was established	9/23/10
9/20/10	IP CTS	User was dissatisfied with quality of transcription	It was surmised that problem may have been on the user end. User was directed to try a test call to the tech center.	9/20/10

American Network Complaint Log
June 1, 2010 through May 31, 2011

<u>Date</u>	<u>Service</u>	<u>Complaint</u>	<u>Resolution</u>	<u>Date Resolved</u>
11/9/10	VRS	User was unhappy with the time it took to receive his personal VRS number	Once a number became available, user account was established	11/15/10
11/12/10	VRS	User had difficulty signing up for an account	The clerical error responsible was isolated and corrected	1/4/11
12/15/10	VRS	User never received screen name and password	User was contacted directly by tech support	1/5/11
12/18/10	VRS	User did not receive confirmation email after claiming that they signed up	No record of user sign up was found. User was instructed to register again	12/20/10
12/19/10	VRS	User claims he did not receive confirmation email with account details	Relevant information was sent to user	12/20/10
12/19/10	VRS	User did not receive confirmation email	Instructed user on how to finish registration process which had been incomplete	12/20/10
12/20/10	VRS	User had not yet received 10 digit number in a timely fashion	Explained the sign up process and forwarded relevant information to user.	12/20/10
1/10/11	VRS	User experienced technical problems with VRS user interface	User cancelled account	1/14/11
1/13/11	VRS	After signing up, user did not receive password and user name	User had not properly read the welcome email that required confirmation of physical address and email	1/19/11
1/17/11	IP CTS	User was unhappy with speed and accuracy of transcription	User cancelled account	1/17/11
1/25/11	VRS	User experienced intermittent service and frozen image	Referred to tech department where it was determined to be a problem on user end.	1/26/11
2/3/11	IP CTS	User was not satisfied with quality of transcription	User cancelled account	2/3/11
2/16/11	VRS	User did not receive confirmation email after claiming that they signed up	New account was created for user	2/16/11
3/23/11	IP CTS	User was unhappy with transcription and program user interface	User suggestions were taken under advisement	3/23/11